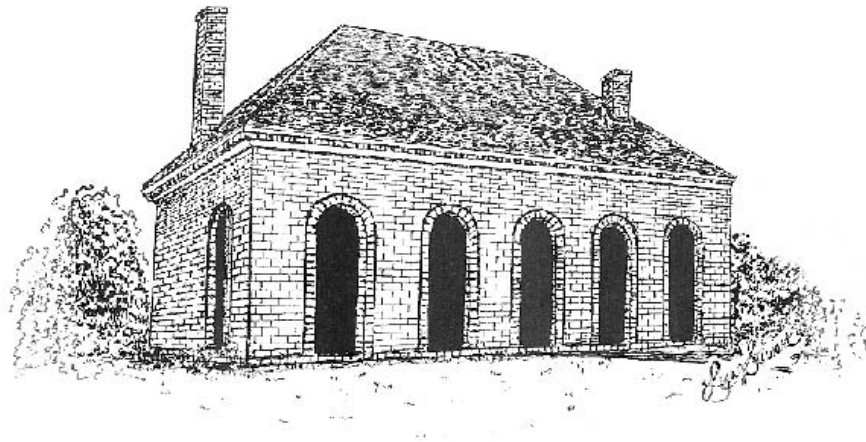


# BOARD MEETING PACKET

PREPARED FOR  
HANOVER COUNTY COMMUNITY SERVICES BOARD



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**MEETING DATE**

**MEETING TIME**

**LOCATION**

Hanover Community Services Board  
Conference Room  
12300 Washington Highway  
Ashland, VA 23005

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## STATEMENT OF MISSION

We partner with individuals to provide supports and services in the areas of

- Mental Health
- Intellectual Disabilities
- Substance Use Disorders

in their efforts to lead satisfying and productive lives in their communities.

**AGENDA**  
**HANOVER COUNTY COMMUNITY SERVICES BOARD**

December 19, 2016, 6:00 p.m.  
Hanover Community Services Board Conference Room  
12300 Washington Highway, Ashland, VA 23005

6:00 p.m. – Call to Order and Welcome  
Holiday Social

6:30 p.m. – General Business

1. Reconvene
2. Donations
3. Public Comments
4. Approval of Minutes – November 21, 2016 Board Meeting
5. Board Liaison Reports
  - a. Hanover Mental Health Association – Warren Rice
  - b. Hanover Community Support Services – Scott Bateman
  - c. Arc of Hanover – Hamilton Holloway
  - d. Hanover Board of Supervisors – Sean Davis
6. Executive Director's Report
  - a. Directors' Updates
  - b. Other Items
7. Chairperson's Report
  - a. Strategic Plan Committee Reports
  - b. Work Session Planning
  - c. Member Updates & Activities
  - d. Other Items
8. Action Item – Nominations Committee Report and Election of Officers
9. Adjourn

*Next Regularly Scheduled Meeting: January 23, 2017\*, 5:30 p.m.*  
*Hanover Community Services Board Conference Room*  
*12300 Washington Highway, Ashland, VA 23005*

***\*DATE CHANGED DUE TO COUNTY HOLIDAY***

## BOARD OF SUPERVISORS

AUBREY M. STANLEY, CHAIRMAN  
BEAVERDAM DISTRICT

ANGELA KELLY-WIECEK, VICE-CHAIRMAN  
CHICKAHOMINY DISTRICT

SEAN M. DAVIS  
HENRY DISTRICT

WAYNE T. HAZZARD  
SOUTH ANNA DISTRICT

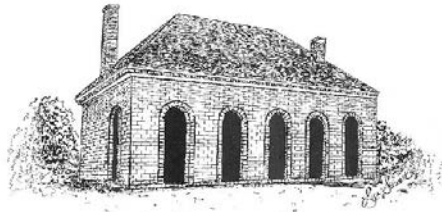
W. CANOVA PETERSON  
MECHANICSVILLE DISTRICT

FAYE O. PRICHARD  
ASHLAND DISTRICT

SCOTT A. WYATT  
COLD HARBOR DISTRICT

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CECIL R. HARRIS, JR.  
COUNTY ADMINISTRATOR



HANOVER COURTHOUSE

## HANOVER COUNTY

ESTABLISHED IN 1720

## COMMUNITY SERVICES BOARD

IVY T. SAGER, MSW  
EXECUTIVE DIRECTOR

12300 WASHINGTON HIGHWAY  
ASHLAND, VIRGINIA 23005

PHONE: 804-365-4222  
FAX: 804-365-4252

WWW.HANOVERCOUNTY.GOV

### DRAFT OF MINUTES

November 21, 2016

Members Present	Members Absent	Others
Scott Bateman (5:35 PM) Thomas Blake William Brenzovich Anne Cross Jeanie Edwards Lynn Hargrove Eric Hendrixson Hamilton Holloway (5:51 PM) Gary D. Perkins Warren Rice (5:57) Lori Spain	Sean Davis	Lisa Beitz Donna Boyce Christina Crumrine Anthony Gilbert Bernie Jordan Ivy Sager Lisa Seward (6:30 PM) Marina Sinyard Jim Taylor

### Call to Order

The meeting was called to order by Jeanie Edwards, Chairperson, at 5:32 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland VA 23005.

The following members were present: Scott Bateman, Thomas Blake, William Brenzovich, Anne Cross, Jeanie Edwards, Lynn Hargrove, Eric Hendrixson, Hamilton Holloway, Gary D. Perkins, Warren Rice and Lori Spain.

### Work Session:

Marina Sinyard and Anthony Gilbert gave a brief presentation about Hanover County's Intensive Community Treatment (ICT) team. They were joined by an individual served by the ICT Team and his father, who both provided comments regarding the service and supports provided by this team.

### **Donations**

None.

### **Citizen Comments**

None.

### **Approval of Minutes**

The minutes of October 17, 2016 meeting were deemed approved as submitted.

### **Board Liaison Reports**

1. Hanover Mental Health Association – None.
2. Hanover Community Support Services – Scott Bateman stating they are developing a promotional and fundraising brochure.
3. Hanover Arc – Hamilton Holloway stated they are preparing for upcoming winter events and the General Assembly. Mr. Holloway encouraged the Board members to talk to their legislators.
4. Board of Supervisors – None.

### **Executive Director's Report**

Ivy Sager began by introducing Bernie Jordan who was hired to fill the Division Director – Business Operations position. Mrs. Sager then turned the floor to Mr. Jordan, who gave a brief history of his background and expressed his enthusiasm to be joining the team.

Mrs. Sager highlighted the organizational chart that each Board member was given at the beginning of the meeting; the chart should be placed in their Orientation Manual. Mrs. Sager then fielded several inquiries about the chart from the Board.

Mrs. Sager stated that staff are continuing to develop a contractual relationship with a consultant who will help with implementing Same Day Access. Mrs. Sager shared that they are in the final stages of contracting and are hoping to begin the project in February 2017. The project will extend 9 – 12 months.

Mrs. Sager then turned the floor to Lisa Beitz for update on Hanover Cares. Mrs. Beitz began by giving a brief background of how Hanover Cares was created and Hanover County CSB's part in this effort. Mrs. Beitz stated that Hanover Cares received a 5 year federal grant in September. This grant has allowed Hanover Cares to hire an Executive Director who will oversee the work of Hanover Cares. Mrs. Beitz stated that Hanover Cares is something that Hanover County CSB is a part of, but is also a larger movement within the county.

Mrs. Sager then shared that the state Health Director declared on November 21, 2016 that the opioid epidemic is now a public health emergency. Mrs. Sager stated that she would keep the Board informed around this matter.

Mrs. Sager then turned the floor to Donna Boyce to discuss the Federal grant that VCU was recently awarded. Mrs. Boyce stated that the grant was awarded to conduct empirical research to help determine why businesses will or won't hire individuals with intellectual disabilities. While this is not directly related to Hanover CSB, staff will continue to monitor and perhaps engage with the main researcher to see if benefits are available for our programming.

Mrs. Sager reported she is looking at developing a quarterly dashboard that would include incident reports, HR numbers, and some state dashboard data. Mrs. Sager did provide the Board with an update on filled and vacant positions as of October 31, 2016.

Mrs. Sager informed the Board that Pamunkey Regional Jail informed the CSB that they had renegotiated the medical services with a provider who also offers behavioral health services. They have decided to move all of the services in house. Mrs. Sager stated that the CSB clinician housed at the jail has transitioned back to the agency and is working with the crisis team. The Board then had a brief discussion about what this may mean for Hanover County residents who are transitioning from being incarcerated to living back in the community.

Mrs. Sager informed the Board that staff continue to work with other County departments and are in the final stages of putting together the new Adult Drug Court, set to begin in Feb. 2017.

Mrs. Sager then turned the floor to the Board for any questions. The Board discussed Hanover's allocated waivers and the waiver redesign.

### **Chairman's Report**

Mrs. Edwards stated that the Executive Committee met and discussed that there are 5 members of the Board who are up for reappointment. Mrs. Sager added that all 5 Board members have confirmed their interest in staying a part of the Board and that information has been communicated to the County Administrator's Office who facilitates the reappointments.

Mrs. Edwards stated the Committee also discussed who should be a part of the Nominating Committee, and Eric Hendrixson, Anne Cross, and Thomas Blake have agreed to serve on the Nominating Committee.

Mrs. Edwards reported the last item discussed at the Executive Committee meeting was the review of one section of the agency's policies and procedures. The Executive Committee requested that the Board review the proposed changes (handouts provided during the meeting) and email any suggestions to Mrs. Sager between now and December's meeting. The Executive Committee will meet in January to review any suggested edits and make final recommendations during the January Board Meeting.

Mrs. Edwards highlighted the 6 months of proposed work sessions. The Board discussed other subjects that are of interest.

Mrs. Edwards started the member updates portion of the meeting by sharing her experiences at the Blue and White Gala. Mrs. Edwards encouraged Board members to attend as many of the upcoming Holiday events as possible.

Mrs. Sager interjected an update regarding HCIC. Mrs. Sager stated HCIC hours have now changed to be 12:00pm-12:00am. Mrs. Beitz provided some insight into this change.

Mr. Blake inquired about the Board being able to make an appeal to the new incoming administration about advocacy and the needs of those we serve. The Board discussed different ways to always continue discussion with our government.

### **Action Item(s)**

#### **1. Rules of the Board**

Upon motion by William Brenzovich, second by Scott Bateman, and carried unanimously, the Rules of the Board were adopted with all revisions recommended by the Rules of the Board Committee.

The next regularly scheduled Board meeting will be held December 19, 2016 at 6:00 p.m. at the Hanover Community Services Board conference room, 12300 Washington Highway, Ashland, VA 23005. Board Members agreed to convene at 6:00 p.m. for a brief holiday social prior to the start of the general meeting at 6:30 p.m.

There being no other business, the meeting was adjourned.

## **Executive Director's Monthly Report**

12/19/2016

### **A. Executive Director**

#### General Updates

All five CSB board members eligible for reappointment are slated to be reappointed at the December 14, 2016, Board of Supervisors meeting. Also scheduled for that meeting is approval for an appropriation and new position relative to a collaboration with the state's local Probation and Parole Office and to support the Adult Drug Court.

The Nominations Committee will meet on December 13<sup>th</sup>, as will the Advocacy Committee. Both Committees will provide a report at the December board meeting. The Advocacy Committee will consider the possibility of participating in the VACSB Legislative Day, visiting Hanover's state legislators in January.

At the November meeting, Board members were provided a copy of recommended edits to the Board-approved policies. As a reminder, please submit any additional suggested edits by Dec. 30<sup>th</sup> as the Executive Committee will be reviewing this document ahead of the January Board meeting.

#### Human Resources

In the month of November, three staff begin employment with the CSB, including a Training Specialist, Psychiatric Nurse, and the Division Director – Business of Operations. A clinician separated from employment in November.

Although an injunction has been issued related to the FLSA changes scheduled to go into effect on Dec. 1, the County moved forward with changing the status of Case Managers to non-exempt. The County's planned implementation of the Kronos timekeeping system remains on track; CSB staff should be fully integrated into the system in February 2017.

#### Donations

A donation of \$10,000 was received from the Jane and Arthur FLIPPO Foundation for the RAFT house. This donation will be presented to the Board for approval to recommend acceptance to the County Administrator.

Mechanicsville Churches Emergency Fund donated four bags of canned and boxed goods for the agency's food pantry.

Poseidon Swimming donated Thanksgiving holiday meals for two DD families in need.

Final information on donations for the Blue and White Gala is provided below:

- Community Women's Club – volunteered to set up and serve dinner
- Homemades by Suzanne – donated rolls for 225 people
- Daystar Cheesecake – donated cheesecake for 225 people
- Venture Crew 531 – volunteered to set up, clean up and serve dinner
- The Guyton Family – volunteered at the Casino tables
- Rebecca Handtoot – created displays and coordinated and served dinner
- Fairfield Presbyterian Church – use of church facilities including the kitchen, linens, tables and chairs, and audio equipment

### Community Relations

Aside from holiday related activities and those reported in other sections of this report, no other community relations activities are reported.

### **B. Business Operations**

CSB Staff have been diligently preparing for the upcoming audit to be performed by staff from the Department of Behavioral Health and Developmental Services (DBHDS). Six to seven DBHDS staff will be on-site at various times during the week of December 12-16. An exit conference will be scheduled for the last day which will provide any preliminary findings. An update will be provided at the Board meeting.

### **C. Clinical Services**

From November 7<sup>th</sup> through November 20<sup>th</sup>, all crisis staff completed a one-page survey on every crisis evaluation conducted during that period. The survey, legislated by the VA General Assembly and required by DBHDS, is an attempt to better understand the nature of crisis calls received across the state and to better understand factors that may lead to diminished response times. All surveys were sent to the Institute of Law, Psychiatry and Public Policy to be processed and compiled into a final report. Hanover CSB staff completed twelve surveys during this period; the data clearly demonstrated that most emergency evaluations take place at the Hanover Crisis Intervention Center (HCIC) and begin well within the one-hour timeframe established by the Performance Contract.

### **D. Community Support Services**

In the last board report staff reported that DBHDS had elected to have the CSBs conduct the remaining VIDES assessments. The Virginia Individual DD Eligibility Survey (VIDES) is the mechanism being used to blend the ID and DD waitlists, with a priority being assigned as described below:

Priority 1 - those on the waitlist requiring waiver services within 1 year

Priority 2 - those on the waitlist requiring waiver services from 1 to 5 years

Priority 3 - those on the waitlist anticipating the need for waiver services beyond 5 years

Hanover was assigned an additional 14 individuals still requiring assessments. Priority levels have been completed and as per the Waiver Management System (WaMS), current totals are reflected below:

**Case Management Numbers**

	<b>Oct-16</b>	<b>Nov-16</b>
Priority 1	56	66
Priority 2	64	73
Priority 3	46	44
Unknown	14	0
Total Waitlist	180	183
Total Active/Non-Active	281	281
Total =	461	464

(Note: the table above demonstrates variability in clean-up from the DBHDS waitlist in conjunction with screenings each month)

Late in November, staff received word that Hanover will receive 2 Family & Individual Supports Waivers, in addition to the previously reported Community Living Waivers. On December 9<sup>th</sup>,



staff met with DBHDS to review the pool of applicants on the present waitlist in priority 1 status in preparation for the upcoming Waiver Slot Allocation Committee (WSAC) meeting. As a reminder, the new waiver structure is broken into three distinct areas:

1. Building Independence Waiver (formerly known as Day Support Waiver) – for adults (18+) able to live independently in the community
2. Family & Individual Supports Waiver (formerly known as DD Waiver) – for individuals living with their families, friends, or in their own homes; available to both children and adults
3. Community Living Waiver (formerly known as ID Waiver) – includes residential supports and a full array of medical, behavioral and non-medical supports; available to both children and adults and may include 24/7 supports

The upcoming Waiver Slot Allocation Committee will consider 8 total slots for allocation, as follows:

- 6 Community Living Waivers (4 newly assigned, 2 reallocated)
- 2 Family & Individual Supports Waivers assigned this year

Day Health staff provided some holiday cookies to the Ronald McDonald House in Richmond during the months of October, November & December. The Ronald McDonald House was so grateful.



Moments of Hope Outreach is a non-profit 501(c)(3) that gives hope to unsheltered homeless & poverty-stricken individuals & families in the Richmond area, by providing them with life-sustaining supplies, and connecting them with local, state, and federal health and housing resources. Day Health will be collecting the following items during the month of December for donation: jeans, sweatshirts, thermal underwear, hats, gloves, scarves, warm socks, blankets and canned food items.

And back by popular demand, Day Health is participating in a '*Christmas around the World*' activity. This month, individuals will experience Christmas culture in Japan, Italy, Poland and Mexico.

The Supported Employment teams are in full-swing with the new community employment crews. The two teams at Capital One received their first paychecks last week. The expressions on their faces told a story of excitement and pride, and the reality that they had each worked hard to earn a well-deserved paycheck. As well, they learned they are eligible to tap into some of the employee perks. One such 'perk' involves all the cuisine they'd like at lunch for just \$7 per week; a benefit that many of their peers encouraged them to join in on. Capital One has truly transformed the 'cafeteria' experience with selections/stations offering food from cultures around the world.

# Hanover CSB - October 2016

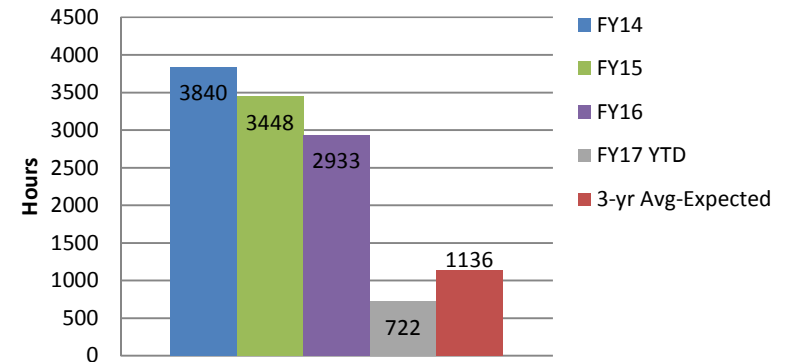
At-a-Glance	Hospitalizations: 28	Number Served: 1066	Admissions: 127	Discharges: 146	Prevention: 310	RAFT: 98.4%
FY17 YTD Avg/Month	20	1105	152	155	360	62 of 63 one or more days
FY16 Avg/Month	24	1081	172	169	232	

	FY16 Actual	FY17 Projected	FY17 YTD	YTD Expected	% of Expected	
<b>Mental Health Services</b>						
Acute Psychiatric or Inpatient Services	21	13	0	4	0%	🔴
Outpatient Services	767	700	592	408	145%	🟢
Case Management Services	732	700	572	531	108%	🟢
Assertive Community Treatment	72	60	61	59	104%	🟢
Rehabilitation	71	66	64	60	106%	🟢
Supported Employment		10	1	3	30%	🟡
<b>Developmental Disability Services</b>						
Case Management Services	186	210	172	180	95%	🟢
Rehabilitation	37	30	30	29	102%	🟢
Supported Employment	119	124	86	79	109%	🟢
Supportive Residential Services	42	39	28	29	97%	🟢
<b>Substance Abuse Services</b>						
Medical Detox Inpatient Services	3	5	0	2	0%	🔴
Outpatient Services	267	232	142	112	127%	🟢
Case Management Services	363	315	252	189	133%	🟢
Intensive Residential Services	42	35	0	12	0%	🔴
<b>Emergency Services</b>						
Emergency Services	809	675	266	244	109%	🟢
Consumer Monitoring - Individuals	195	235	138	119	116%	🟢
Assessment and Evaluation Services	1375	1200	569	487	117%	🟢

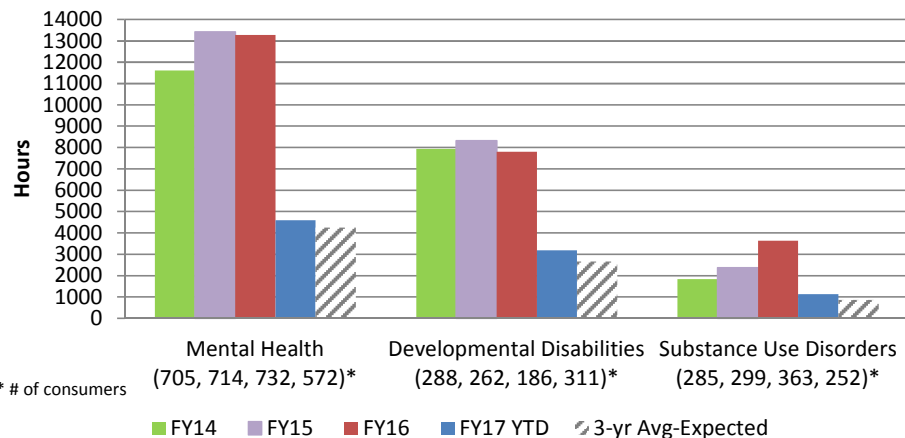
## BUDGET

Expenses	YTD % BUDGET	BUDGET	AMOUNT YTD
Salaries	27.21%	\$9,499,340	\$2,584,647
Oper. Exp	16.76%	\$1,496,821	\$250,816
Capital Outlay	111.77%	\$30,661	\$34,269
<b>TOTAL:</b>		<b>\$11,026,822</b>	<b>\$2,869,732</b>
Revenue			
Local	33.33%	\$4,413,990	\$1,471,330
State + Federal	33.76%	\$2,940,805	\$992,842
Other	19.34%	\$1,185,027	\$229,175
Medicaid	33.79%	\$2,487,000	\$840,311
<b>TOTAL:</b>		<b>\$11,026,822</b>	<b>\$3,533,658</b>

## Emergency Services Units



## Case Management Units



**Focus Forward: 1) Implementation of developmental disabilities system transformation including waiver redesign.** Continued efforts related to all facets of waiver redesign to include addressing extensive challenges with WaMS and DMAS provider agreement; DDCM RFP contract in process. **2) Support implementation of the Adult Drug Court pilot program.** Staff continue to be active participants in the planning meetings; final MOU with Probation and Parole near completion. **3) Support the ongoing development of CSB Board members to be an effective administrative policy board.** Orientation, Training & Education Committee finalized a format for the agency's Organizational Chart, which has been provided to all members; October work session was presented by Rhu Harris and focused on the State of the County and FY18 Budget planning.

**CSB Board  
Three-Month Planning Calendar**

<b>January</b>	<b>February</b>	<b>March</b>
<p>-New Board Officers and newly appointed members begin term</p> <p>-VACSB Public Policy Conference, Jan. 17-18, Richmond Hilton Downtown</p> <p>-Board Planning: 1/9/17</p> <p>-Board Meeting: 1/23/17* *Due to County Holiday</p> <p><b>Work Session:</b> Virginia Tiered System of Support (VTSS) – Hanover Co. Public Schools</p>	<p>-2<sup>nd</sup> Qtr. Financial &amp; G&amp;O Progress Report</p> <p>-Harris Award Planning</p> <p>-Board Planning: 2/13/17</p> <p>-Board Meeting: 2/20/17</p> <p><b>Work Session:</b> Organizational Chart Overview &amp; Discussion</p>	<p>-New member orientation/tour (if necessary)</p> <p>-Budget Presentation, Board of Supervisors Date: TBD</p> <p>-ID Awareness Month</p> <p>-Board Planning: 3/13/17</p> <p>-Board Meeting: 3/20/17</p> <p><b>Work Session:</b> Waiver Redesign Update</p>

**Upcoming Events & Activities:**

- January 17-18, 2017: VACSB Legislative Conference